

MTAC Focus Group Sessions
Wednesday, August 20, 2014

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT

Steve Dearing, USPS Mgr-Mailing Information Systems
Lisa Bowes, MTAC Industry Leader, Service Performance

Notes for each Focus Group Session for Visibility/Service Performance Measurement:

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First-Class Mail.....p. 6-7
Periodicals.....p. 8-9

Robert Cintron – Vice President, Product Information

Session 1: STANDARD MAIL 9:00 – 10:15 (Wanda Senne, MTAC Industry Leader)

AGENDA

- Service Performance Measurement
- Bundle Visibility Update
- Surface Visibility Update
- Address Management Update

DISCUSSION TOPIC

Service Performance Measurement

- Consolidated Facility File – Industry states that this is vital and very well received.
- Overall we have gained in Full Service adoption and this is a good news story. Thanks to the industry for pushing toward adoption. This is helping to improve Service and End-to-End measurement. 47% of Full Service Commercial Mail is in service measurement which is great. 23% of Standard Flats are in measurement and we are placing some visibility strategies to increase that percentage.
- Trying to understand the no piece scan. eDoc is the finite universe. We will look at the no piece scan by presort entry and will take that on as an action item.

Bundle Visibility

- A new “Bundle Visibility” strategy is being developed that will greatly reduce the Last Mile impacts to Service Performance Measurement; Steve will be informing UG 4 of the Bundle Visibility Strategy. User Group 4 will be the communication vehicle to announce the deployment of the Bundle Visibility Strategy.

Surface Visibility Update

- SV Update: SV is currently deployed to 178 sites. A new central application server is under development that will replace the aging distributed architecture. Once complete, hand held scanners will “talk” directly to a central server versus relaying through the local plant server to a central data base. System testing is scheduled to begin mid September. Afterward we will conduct full testing in a few sites, then a phased deployment will follow.

Address Management Update

- Change Service Requested Option 2 – available 1/25/15, there will be a flat fee versus the current weighted fee
- UAA Mail study update – Deployment of FPARS is going to determine the next UAA study. – increase in UAA may appear to be happening more in the Standard Mail arena, but now as the ACS notices are provided to customers they are becoming more aware of UAA that always existed. The UAA study has been postponed until 2015. FPARS will be rolled out in 2015 and then we will look at the volumes and cost of UAA in an FPARS environment..
- Electronic Product Fulfillment (EPF) October 1, 2014 – retirement of DC/DVD Product Fulfillment. We are asking for your assistance to communicate with your company or customers about this retirement. Start your conversion process now to be ready by Oct. 1. We want to avert any disruption in customer fulfillment. We have communicated this to the mailers that are not yet converted. All Address Quality and Address Management products will be provided via the Electronic Product Fulfillment (EPF) method. An EPF Form must be completed and submitted prior to 10/01/2104 to avoid interruption of service. If you have any questions, please contact the AMS Support group at 800-331-5474 or via email to AMSSupport.ncsc@usps.gov.
- Industry recommends going back out to industry about UAA on regular “housekeeping” issues for proper printing, inserting, etc. Now that Standard Mail is being returned, we need to make certain we communicate this. Industry and Postal alike.

Added a new CFS label description- the layout of a UAA return label is on RIBBS.

https://ribbs.usps.gov/move_update/documents/tech_guides/UAAReturnLabels/CFS_UA_A_Label.pdf

ACTION ITEMS

Updated: __08/20/2014__

- Look at “no-piece scan” by pre-sort mailer to determine contribution to Full Service exclusion percentage.
- What is the make-up of “SV sites” vs “Non-SV sites” after Phase II of network consolidation is complete?

Session 2: PACKAGE SERVICES 10:30 – 11:45 (John Medeiros, MTAC Industry Leader)
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AGENDA

- 2nd Notices Printing of 3849 and Return Reminders
- Acceptance Events Enhancement – calculates and posts a new Acceptance at Destination event code for Destination Entry packages
- Update PTR Release 1.9
 - A new scan event for “In Process Acceptance” to better communicate with our customers in lieu of UA event
 - Further enhancements will also be made to Predictive Delivery Day
 - By/For enhancement identifies the mail owner and provides the extract back to parent MID without the Shipping Services File if the scan event occurs before the file is received by USPS

DISCUSSION TOPIC

Text Tracking Update

- J. Hess showed the new USPS text tracking commercial available at:
https://www.youtube.com/watch?v=z_Ss2_9MFuo

PTR Text Tracking is increasing we are now over 1 million messages per week mark. Over 50 million tracking requests are made on the USPS Tracking site on USPS.com

IMpb Compliance Update

- On track toward January 2015 requirement for IMpb only on package.
- New threshold values approaching on September 7, 2014. These apply to Competitive products only: Priority Mail, First-Class Package Services, Parcel Select and Parcel Select Light Weight. As of this date, \$.20 is the non-compliance fee assessed for packages that fail to meet the threshold.
- USPS needs the full destination Street Address/11 digit DPV ZIP Code information which is very important as we move toward schemeless sortation. To clarify, the requirement for destination delivery Address/11-digit DPV ZIP Code is an either/or scenario. This means either the full destination street address or the 11-digit DPV ZIP Code are required to

meet IMpb requirements in January 2015. USPS prefers both; but one or the other is required to meet the requirement as the rules exist today for IMpb. Industry states they would need a couple of years lead time if USPS went away from just the delivery address to provide a ZIP+4 Code or anything beyond just the address. Industry would need more time to be able to comply. Business files are set up just to pass the address as the key component. This could be a major cost burden to digest. Industry states that this is just an awareness that they want to bring forward.

- Shipping Services File Timeliness – We will have our first workgroup meeting next week to begin this discussion – When do we measure the three IMpb compliance elements? USPS must see the manifest when the packages are tendered. Industry is voicing concerns that USPS built a rule to assess non-compliance fees that is not in the requirement. USPS disagrees as a requirement to submit shipping services files prior to physical tender of packages to USPS is an existing requirement in the IMpb Final Rules. J. Hess for USPS emphasized the issue surrounds when – at what point in time – are packages assessed to determine if each of the three compliance factors are met. J. Medeiros would like to see the non-compliance fee that is based upon late files to be discarded and does not believe there is a need to discuss Shipping Services File Timeliness non-compliance at all. There are 3 elements, IMpb Barcode (Legacy barcode allowed until January 2015), Destination Delivery Address and/or DPV 11-Digit ZIP Code (ZIP +4 Code allowed until January 2015)) and Shipping Service File Version 1.6 or higher (legacy file format allowed until January 2015). Per J. Medeiros, the charge is built into the reporting system outside of the parameters of the rules. “Remember, the more you put on the mailer, it is possible to price yourself out”. The purpose of the workgroup on Shipping Services File Timeliness will help us to get closer to agreement on when measure IMpb compliance factors. The Industry recommendation is to communicate from the top down to the delivery unit; it must be communicated that the mail must be processed regardless of whether or not you get a file. The discussion will be continued in the workgroup on Shipping Services File Timeliness. J. Hess stated that per previous agreement, the workgroup will discuss and agree on Shipping Services File Timeliness (SSFT) in IMpb non-compliance fee assessments. She will be setting up an SSFT dedicated WG NLT 8/25/14. Industry agreed.
- Industry Question - Compliance for returns – If a citizen (customer) doesn't apply the label properly, what is your expectation? USPS really must have an IMpb barcode, regardless.
- Automatically Generate Second Notices and Return Reminders. The pilot that began on May 24, 2014 is on temporary hold and this will be back on track soon. Communication will be provided soon.
- Acceptance at Destination Event (Accepted at USPS Destination Sort Facility) is a new scan event in Scan Event Extract files and displayed on USPS Tracking website on USPS.com. This acceptance event is calculated for destination entered parcels and is analogous to the Origin Acceptance (OA) event that is calculated for origin entered parcels. The feature was implemented in the April 2014 PTR Release 1.8.

- In Process Acceptance Event – allows us to use the enroute event location ZIP-Code and destination ZIP Code in an IMpb as an O/D pair to calculate an acceptance event. This acceptance event allows USPS to publish an Expected Delivery Day based on the service standard between the two ZIP Codes. This event and delivery day are published on the USPS Tracking external site.
- Predicted Delivery Day Lite – Uses the last mile scan events, arrival at Post Office and Out For Delivery scans to update the delivery day for packages. The feature is currently revealed for Parcel Select products and will be expanded to all packages September 7, 2014. Industry is asking if we have any compliance figures on how frequently USPS is hitting the expected delivery day. J. Hess responded the accuracy is in the high 90s.

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Closing Remarks – Robert Cintron – Vice President, Product Information – Thank you for everything you are doing in the package industry, we appreciate your partnership. The focus around visibility is to understand early on in the delivery process and predict what is happening and where the mail/packages are in the process. Reports are generating accountability and you will continue to see increased service. We will also continue to work with you on visibility around the clock, from collection to destination.

ACTION ITEMS

- Separate out the Certified Mail from the First-Class Mail when the new Shipping Services File Timeliness non-compliance reports are developed.

Session 3: FIRST-CLASS MAIL 1:15 – 2:30 (Sharon Harrison, MTAC Industry Leader)

AGENDA

- Recap of last meeting action items
- Service Performance status for FCM
- Isolating Remittance Mail performance statistics
- Continue Start the Clock/Logical Mailer – Discuss errors removed from measurement. Excluded volumes from service – what is occurring here? / What improvements are needed?
- Addressing Topics:
 - Status on UAA Secured Destruction trial rollout
 - UAA Study Update – What is planned and how can industry help?
 - PBSA decision and plan for Cycle O – what to do about the designator

DISCUSSION TOPIC

Service Performance Measurement

- Mail Not in Measurement - No Start-the-Clock Scan – Lack of a container unload scan or inability to identify the FAST appointment associated to the container.
Industry Question – “How can we help you with the “No piece Scan”? As we have conversations with our plants and district managers, can we have a dialogue with them to assist us by encouraging them to perform unload/STC scans on containers”? USPS agrees and believes this would be a good idea to have a dialogue with District & Plant managers. How are you ensuring that all of my containers at your Plant(s) are being scanned at arrival? I'd really like to make sure that all of my mail is in Measurement and receives Visibility”.
- No Piece Scan – No automation scan observed for the mail piece. If anyone in industry has a job that we might be able to research, we might be able to determine why and understand this better. If anyone might be interested in a group with regular meetings, we could focus in on this and break it down for solutions. Phil will bring this back to Lisa Bowes to focus on all classes.
- Industry Question - Will there be a First-Class Mail overnight Standard?

USPS - We will report exactly what is in the Federal Register. For information, USPS will cite the Federal Register for industry.

- There is interest across the industry with secure destruction and flat mail. If USPS is rolling out FPARS, industry will need to flow chart out how that process will work. USPS will do a correlation of FPARS and Secure Destruction and determine alignment.

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ACTION ITEMS

- Consider adding another column to the Consolidated Facility File that includes the L005 Labeling List nomenclature. Can discuss this in the Labeling List User Group #9.
- Look at “No piece scan” to determine contribution to reasons for FS exclusion percentage.

- Phil Thompson and Robert Cintron to discuss/approve a Work Group to deep-dive the Full-Service exclusion reasons in order to get more mail into Service Performance Measurement.
- Will there be an OVERNIGHT standard for FCM moving forward?. Although addressed in the Federal Register Notice, Industry requests that USPS provide clarification regarding this question.
- Perform a correlation of FPARS (Flats Postal Automated Redirection System) and Secure Destruction to determine if there is a relationship.

Session 4: PERIODICALS 2:45 – 4:00 (John Stark, MTAC Industry Leader)
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DISCUSSION TOPIC

Service Performance Update:

- Mail Not in Measurement – No Piece Scan – No automation scan observed for the mail piece. 46.26% can be attributed to both USPS and the Mailer. We must have possession of the mail so we know USPS has accepted it. We are working collaboratively with industry to begin providing data to Pritha's group so you can see why the mail is not in measurement. We are going to look at the pre-sort make-up to determine why this number as high as it is.
- Bundle Visibility is currently in Pilot in Baltimore, MD. This process will give you more insight into where the mail is and provide additional data for increased visibility. This will be ongoing in Baltimore and we are looking at expanding into other districts as well. We are looking at trying to get the Bullpen information and Himesh Patel will be looking at an opportunity to capture barcodes of that nature in those pits. This will automate the process.
- Industry Question – “How many reporters are there?” There are 20,000 reporters nationally.
- USPS wants to get everything into inventory and if there is no barcode, we would like to explore putting some sort of facing slip on the bundle with a barcode to get that mail into measurement. We would look to have information from the mailer. USPS would like to get feedback on a collaborative effort for this process.

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ACTION ITEMS

- Please provide the difference between the Automated Package Processing System (APPS) machine and the Automate Parcel and Bundle Sorter (APBS) machine
- Please provide an to have the opportunity for Start the Clock by Bundle
- Please provide a date for when Bundle Visibility Implementation will begin